



**EMS State Bridge  
Provider Guide  
Version 3.8**

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# Chapter 1



## Introduction to State Bridge

## 1.1 Chapter Overview

This chapter will cover basic information about the purpose, structure and technical requirements of the State Bridge.

## 1.2 Overview of the State Bridge Application

The ImageTrend EMS State Bridge is a pre-hospital emergency data collection, analysis and reporting system. EMS State Bridge integrates information across the entire emergency medical community, whether in the ambulance, the local station, the county or state offices. With the EMS State Bridge, ambulance services are able to satisfy reporting requirements easily, without major investment and without learning complex new technology.

The system provides:

- Data collection based upon the NHTSA V2.2.1 data set.
- The aggregation of information from various units and the possibility of sharing this with other systems and agencies.
- Electronic transport of information to other systems and agencies to improve communications and to share pertinent information.
- Standard and ad hoc reporting to turn data into useful information.
- Easy expansion through its open architecture as needs grow and evolve.
- Scalability to conform to the needs of small, medium and large services as required.

Additionally, the system is HIPAA compliant and sensitive to medical data security issues. The application meets and exceeds state and federal data privacy requirements.

## 1.3 System Requirements

### ***Server Hardware***

<b>Required</b>	<b>Recommended</b>	<b>ImageTrend Hosted</b>
1 GHz Processor	Dual 2 GHz Processors	Quad 2 GHz Processors
1 GB RAM	2 GB RAM	8 GB RAM
20 GB Hard Disk Space	50 GB Hard Disk Space	120 GB Hard Disk Space
	RAID 5 SCSI Hard Drives	RAID 5 SCSI Hard Drives

### ***Server Software Required***

Microsoft Windows 2003 Server  
Microsoft .NET Framework 1.1  
Microsoft SQL Server 2000 or 2005  
Adobe ColdFusion MX 7 Standard or Enterprise Server

### ***Internet Browser Requirements***

Microsoft Internet Explorer 6.0 and above  
Other browsers that support Mozilla 4.0 and above

## 1.4 The State Bridge Environment

The EMS State Bridge application allows system users to manage information for new run reports and to view a variety of information about their service. Upon logging in, users will see a toolbar across the top of the application and a menu on the left side of the application that can direct them to the features offered by the EMS State Bridge. In addition, the main screen of the home page can display messages and alerts from the system administrator.



The toolbar at the top of the page is static and will display the same options no matter what the user is doing with the State Bridge. This toolbar displays a *Search* text box that allows users to search the system for a particular run report based on the report number, links to the major features of the application, and the name of the user currently logged in. If unread messages are in the user's inbox, a notification will also appear in the top toolbar. Depending on the modules used by the service, not all of the links displayed and explained here may be visible or additional links may be displayed.



- *My Service* provides access to service-specific functions to service administration, individual run (incident) reporting and standard reports.  
**HINT:** If multiple services are managed through this Service Bridge, the tab will say *EMS Services*.
- *Data Exchange* allows system users to import new information to the system from particular formats or export data gathered in the system to a supported format.
- *Report Writer* provides access to standard, search, ad hoc and multi-dimensional reporting formats.
- *Inbox* provides access to messages that have been sent within the system and allows users to send messages to other system users.
- The username in the top right opens the currently logged-in user's profile.
- The (#) *new message(s)* link opens the inbox.
- The *Logout* link logs the user out of the application.

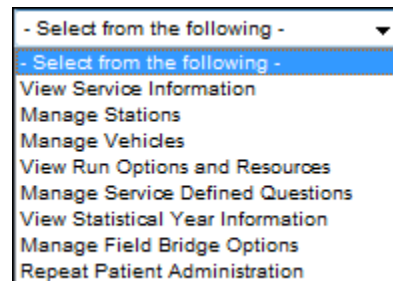
To return to the home page for this service at any time, from the top toolbar, click *My Service*.



The left menu is dynamic, changing based on which link is selected from the top toolbar. Options in the left menu relate to the chosen link. The left menu can be used to navigate within tabs, and contains some common options such as adding a run report or selecting a report to view.

Many users will work primarily with the left menu in the *My Service* tab, which allows access to service information, run reports, and resources for communication and reporting. To work with any of these options, from the left menu, click the desired button.

Within certain options from the top toolbar and left menu, a third navigation option is available. The *I want to* drop down menu will appear in the upper right corner of the screen, offering additional options for working with the selected feature.



The logged-in user's name will appear in the upper right corner of the screen. If this link is clicked, the user's profile will open for editing. Use the provided fields to enter or

change information, and the tabs at the top of the screen to navigate through the profile.

## 1.5 Administration and Permissions

Administrative users have the ability to change the setup of the State Bridge, allowing the application to be configured to fit each service's needs. Each service may have configured their own administrative roles, so not all administrators may be able to complete all functions or even see all features detailed in the manual. If an administrator or provider needs more information or more access to the system, they should contact a superior administrator.

## 1.6 Record Keeping

Most information that has been added to the State Bridge system can also be deleted from the system, if the user has the correct permissions. However, deleting information is strongly discouraged, as deleted profiles or records can result in finished records becoming incomplete. Once a record or profile is deleted from the system, all other records or reports containing information from the deleted profile will also lose the deleted information. For instance, if a staff member's profile is deleted, all run reports that the staff member has ever completed will no longer contain that staff member's information.

All profiles and records that may be used in documentation will allow administrators to make the record inactive, which allows administrators to keep the record from being used within the system but still keeps the information within the system and allows records to be complete. This option is recommended in place of deleting any records.

# Chapter 2



## Quick Guide

## 2.1 Chapter Overview

This chapter provides basic information and step-by-step instructions for the most common tasks that users will need to perform in the State Bridge.

## 2.2 Login

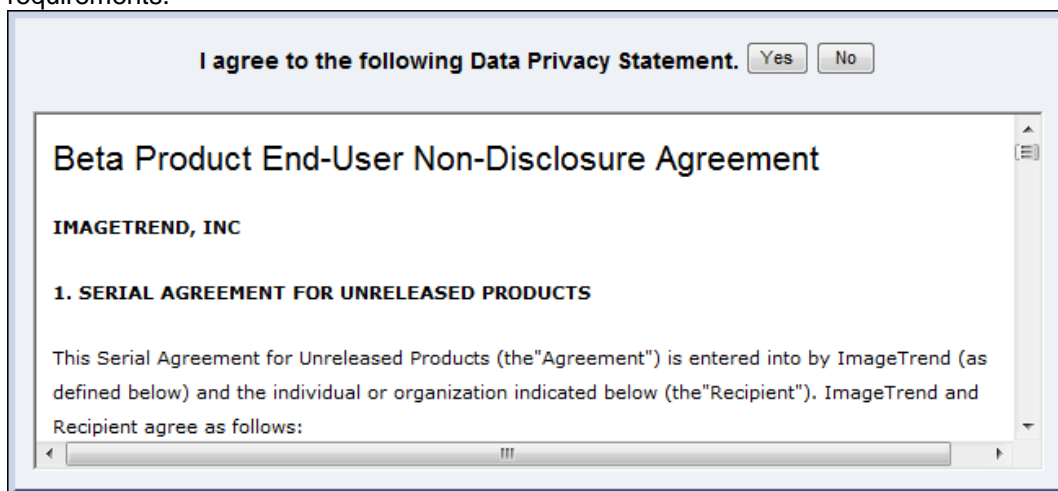
System users must log in to the State Bridge application online in order to use the system.

1. Using a Web browser, navigate to the URL for the service's State Bridge system.
2. In the *Username* field, type your username.
3. In the *Password* field, type your password.
4. Click *Login* or press *Enter*.

A screenshot of a web login form titled "Users Login Here". It features a "Username" field with the text "username" entered, a "Password" field with masked characters "\*\*\*\*\*", and an orange "LOGIN" button. A link "Forgot your password?" is located at the bottom right of the form.

### Data Privacy Agreement

Once logged in, all users are required to read and agree to the terms of the Data Privacy Statement regarding all data related to services, users and patients on the site. Agreeing to the terms automatically creates a user history and audit trail of site access to comply with HIPAA requirements.

A screenshot of a "Data Privacy Agreement" form. At the top, it says "I agree to the following Data Privacy Statement." with "Yes" and "No" buttons. Below this is a scrollable area titled "Beta Product End-User Non-Disclosure Agreement" by "IMAGETREND, INC". The first section is "1. SERIAL AGREEMENT FOR UNRELEASED PRODUCTS". The text describes the agreement as being entered into by ImageTrend and a recipient. A scrollbar is visible on the right side of the scrollable area.

### Security Questions

If the security question option is enabled, users will need to complete a security question before being able to access the State Bridge. These questions will be answered the first time the user logs in to the application and those answers will be required for any further logins in the future.

## 2.3 Adding a New Incident Report

Users with the correct permission rights can complete run forms using the State Bridge. Services may choose to set up templates for common occurrences with a different layout. Each tab of the run form can be completed in any order after the first tab with basic incident information is submitted.

**WARNING:** Before moving to a new tab, be sure to save. Unsaved changes will be lost when moving between tabs.

1. From the top toolbar, click *My Service*.
2. From the left menu, click *Add Run*.  
The *Run Form Template Selection* page appears.
3. Select the appropriate template for the incident.  
The appropriate report appears, with tabs across the top for each required report.

Incident Info	Call Info	Demographic	History	Physical Assessment	Vital/Treatments	Narrative	Billing	Signatures
<b>Ambulance Patient Care Report</b>								
Incident Date: 11/29/2007		Call #: IT071129-1-002		Patient Care #: 1		Trauma Registry ID:		
<b>Call Level</b>								
Life Threat: Not Applicable								
<b>Response Times</b>								
PSAP Call		Arrive Scene		In Service				
Dispatch Notified		Arrive Patient		Unit Cancelled				
Unit Dispatched		Leave Scene		In Quarters				
Enroute		Arrive Dest.						
<b>First Responder Agencies</b>								
First Responder Agencies: Not Applicable				Suspected Intentional, or Unintentional Disaster: Not Applicable				
Other Services at Scene: Not Applicable				Mass Casualty Incident: Not Applicable				
Date Responder Arrived: 11/29/07		Time Responder Arrived:						
Est Date/Time Responder Arrived: Not Applicable								
<b>Response Information</b> (odometer mileage: NNN.N)								
Incident #: IT071129-1-002				Starting:				
Responding Unit: Not Applicable				At Scene:				
Response Urgency: Not Applicable				Destination:				
EMD Card #:				Ending:				
EMD Performed: Not Applicable				To Scene:				
Dispatch Reason: Not Applicable				To Destination:				
				To Ending:				

4. Using the provided fields and tabs, enter all information pertaining to the EMS incident.  
**NOTE:** Be sure to click *Save/Submit Form* before opening a new tab or all new data will be lost.  
**NOTE:** The tabs for each form are coded to inform users about their status. Tabs that have required information missing will be red, the tab currently displayed will be orange, and tabs that have not been viewed will be blue. Within red tabs, important fields that have not been completed will be listed at the top of the page. Administrators with the correct permissions can set up validation rules to designate which fields are important and how much will be taken off of the form's validity score when they are left incomplete. The *Incident* tab must be submitted before validity information appears.
5. In the *Incident Info* tab, enter the basic information about the incident and response.
6. In the *Call Info* tab, enter information about the destination and response.
7. In the *Demographic* tab, enter demographic information about the patient.  
**HINT:** To automatically fill in information for a patient who is in the *Repeat Patient* database, click *Repeat Patient* and select the desired patient.
8. In the *History* section, enter information about the patient's medical history.  
**HINT:** As medications are typed into the *Medication* fields, a list will appear of all

- medications that match the text. This drop down will also include responses if patients deny medication or allergies.
9. In the *Physical Assessment* section, enter information about the physical state of the patient.  
**HINTS:**  
Select the body type and click on each portion of the body that requires an assessment to enter information.  
Use the fields below the displayed image to enter additional information.
  10. When finished, click *Save*.
  11. **OPTIONAL:** To enter injury information, from the top of the *Physical Assessment* page, click *Injury Assessment* and use the image to enter information.  
**HINTS:**  
Click on each portion of the body that requires an assessment to enter information.  
Use the fields below the displayed image to enter additional information.
  12. When finished, click *Save*.
  13. **OPTIONAL:** To enter information about burns, from the top of the *Physical Assessment* page, click *Burn Assessment* and use the image to enter information.  
**HINTS:**  
Click on each portion of the body that requires an assessment to enter burn information.  
Click once for a first degree burn, twice for a second degree burn, and three times for a third degree burn. Clicking once more after indicating a third degree burn will remove the assessment from that area.
  14. When finished, click *Save*.
  15. From the *Vitals/Treatments* tab, enter information about medications, procedures, vitals EKGs and treatment.  
**HINT:** Click the buttons across the top of the page to switch what information is being entered. When finished with a section, before adding the next piece of information, click *Save (Feature)*.
  16. In the *Narrative* section, complete the required fields to generate a narrative.  
**HINT:** To automatically generate a narrative (if permissions allow), from the *Narrative* section, use the drop down menu to select the desired type of narrative and click *Set Narrative*.
  17. From the *Billing* tab, enter information about billing.
  18. From the *Signatures* tab, complete the necessary fields for signatures.
  19. To add additional information to the run form, from the run form's toolbar, click *Form Options* and the selected option.  
**HINT:** For more information, please refer to *Additional Run Form Options*.

## 2.4 Additional Run Form Options

Once a run form is completed, system users can add additional information, including QA/QI notes, addendums or attachments. In addition, a new patient can be added to the incident, which will create a new run form for the new patient but copy all incident information that will apply to both patients.

**NOTE:** Be sure to complete the first run form before adding a new patient.

### ***Adding a Patient to a Run Report***

When a patient is added to an existing run form, a new run form will be created for the patient that copies all incident information that has been completed in the existing form. Patient-specific information can be recorded in this new run form. This option should be completed only after the run form has been otherwise finished.

1. From the existing run form from which incident data should be copied, from the run form toolbar, click *Form Options* and *Add Patient*.

- In the *New Patient Care #* text box, type the number for this patient care report.  
**NOTE:** These numbers will differ depending on your service's requirements. Most numbers will be similar to the incident number but contain differences to indicate the new patient.
- Click *Add New Patient To this Incident*.  
A new run form appears.
- Using the provided fields, complete the run form for the new patient as indicated in *Adding a New Incident Report*.

## Adding QA/QI Notes to a Run Report

Administrators can add notes to completed run reports with comments for the personnel included in the incident. These notes will be attached to the incident and sent to the inboxes of any personnel included.

- From the existing run form to which the note will pertain, from the run form toolbar, click *Form Options* and *Add QA/QI Note*.  
The *QA/QI Notes* window appears.

- Click the *New Message* icon .  
A blank message appears.

3. In the *Subject* text box, type a name for the message.
4. In the *Message* text box, type the body of the note.  
**NOTE:** Information must be typed in the *Message* text box before the message can be sent.
5. In the *Notify* section, select the names of staff who should receive this message in their State Bridge inbox.  
**NOTE:** Staff already associated with the incident will be listed in the *Staff Associated with this Incident* section and their checkboxes can be selected to send them notifications. Other staff for the service will be listed in the *Service Staff* scroll list. Multiple staff members can be selected from this section by pressing and holding *Ctrl* while clicking each name. A link to the incident report will also be included in the message.
6. To send emails with the message to all selected staff at the email address listed in their profile, select the *Send an email in addition to the Inbox, if available* checkbox.
7. To post the note, click *Submit*.

## Adding Addendums

Run reports are locked after a specific amount of time to prevent additional changes from being made. In the case that additional information must be added, however, personnel with permissions can attach a separate file containing that information. This file could be a Word or Excel document, or any other document type preferred by the service.

1. From the run report to which the addendum should be added, from the run form toolbar, click *Form Options* and *Add Addendum*.  
The *Incident Addendum* window appears.
2. Click *Add Addendum*.  
The *Add Run Form Addendum* page appears.

**Add Run Form Addendum**

Date: 02/12/08 04:41 PM  
User: ImageTrend Admin

\* Description:

File:

\* = required

3. In the *Description* text box, type any information.
4. **OPTIONAL:** From the *File* section, type the path to the file or click *Browse* to locate and select the file.
5. When finished, click *Submit*.

## Adding Attachments

Additional files can assist with the complete documentation of incidents, including photographs or scanned documents. System users can attach files to the run report.

1. From the run report to which the file should be attached, from the run form toolbar, click *Form Options* and *Add Attachment*.  
The *Incident Attachments* window appears.
2. Click *Add Attachment*.
3. In the *File* section, type the path to the file.  
**OR**  
To search for the file,
  - a. Click *Browse...*
  - b. Navigate to and select the desired document.
  - c. Click *Open*.
4. When finished, click *Submit*.

# Chapter 3



## Service and Staff Information

## 3.1 Chapter Overview

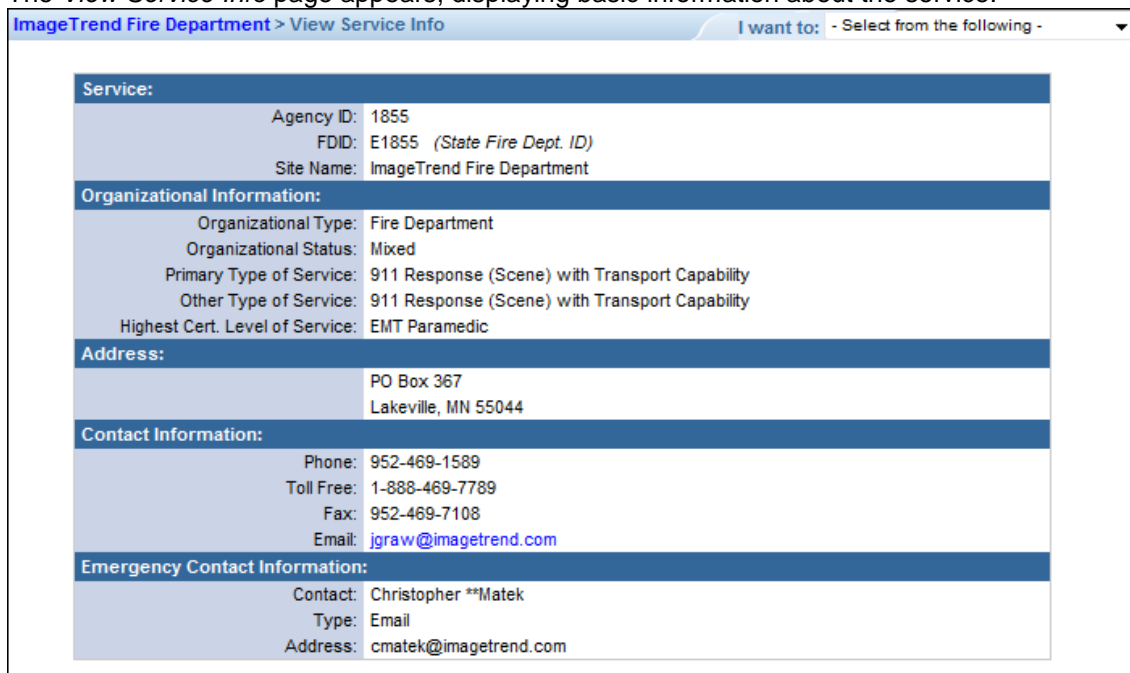
This chapter explains how users can access information about their service and the staff associated with that service in the system, as well as how to change or add some information. Setting up the service and staff information can make data collection much easier.

## 3.2 Viewing Service Information

In order to make run forms easier to complete, services will have a variety of information stored within the system. This information ranges from the classifications of vehicles that may be used on a run to emergency contact information for the service.

1. To view this information, from the top toolbar, click *My Service*.
2. From the left menu, click *Service Setup*.

The *View Service Info* page appears, displaying basic information about the service.



<b>Service:</b>	
Agency ID:	1855
FDID:	E1855 (State Fire Dept. ID)
Site Name:	ImageTrend Fire Department
<b>Organizational Information:</b>	
Organizational Type:	Fire Department
Organizational Status:	Mixed
Primary Type of Service:	911 Response (Scene) with Transport Capability
Other Type of Service:	911 Response (Scene) with Transport Capability
Highest Cert. Level of Service:	EMT Paramedic
<b>Address:</b>	
	PO Box 367 Lakeville, MN 55044
<b>Contact Information:</b>	
Phone:	952-469-1589
Toll Free:	1-888-469-7789
Fax:	952-469-7108
Email:	jgraw@imagnetrend.com
<b>Emergency Contact Information:</b>	
Contact:	Christopher **Matek
Type:	Email
Address:	cmatek@imagnetrend.com

3. To view additional information about the service, from the *I want to* drop down menu, select the desired option.

### *View Service Information*

Displays the basic service information.

### *Manage Stations*

If multiple stations or divisions are included under this service in the system, displays a list of all stations, their contact information and their status.

### *Manage Vehicles*

Displays a list of all vehicles whose information is entered into the system. In order to record that a vehicle participated in an incident, the vehicle's information must be entered into the system. Not all vehicles may appear on all types of run forms. To view more information about a vehicle, click the hyperlinked call name. To view information about a vehicle's mileage history, click the *Mileage* icon



**View Run Form Options and Resources**

Displays a list of settings that are customized to a particular service, most of which are available from the run form.

Add New Resources		Count
 <a href="#">Destination Names</a>		11 Names
 <a href="#">Agency Transferred To/From Names</a>		1 Names
 <a href="#">Employers</a>		113 Employers
 <a href="#">Favorite Locations</a>		17 Locations
 <a href="#">First Responder Agencies</a>		73 Agencies
 <a href="#">Insurance Companies</a>		245 Companies
 <a href="#">Zones/Districts</a>		6 Zones/Districts
Setup Service Options		Status
 <a href="#">Auto Narration</a>		On
 <a href="#">Billing Export</a>		On
 <a href="#">Interactive Physical Assessment</a>		On
 <a href="#">Repeat Patient</a>		On
 <a href="#">CMS Billing Calculator</a>		Overwrite
Modify Service Configurations		Status
 <a href="#">Auto Call Number Setup</a>		On
 <a href="#">Edit Signatures</a>		Customized
 <a href="#">Primary Role of Unit</a>		ALS Ground Transport
 <a href="#">Runs Locking Option</a>		25 Days
 <a href="#">Run History Incident Date Range Default</a>		90 Days
 <a href="#">Modify Medication and Procedure Permissions by Certification Level</a>		Customized

**Add New Resources Options*****Destination Names***

For run forms involving transport, lists transport destinations that will be available on the run form.

***Agency Transferred To/From Names***

For incidents in which patients are transferred to or from an agency, a drop down menu will allow users to select an agency. This section lists the agencies that will be listed in the menu, making it more efficient to document transfers to and from common agencies.

***Employers***

For billing and insurance purposes on run forms, lists companies that will be available on the run form.

*Favorite Locations*

For run forms, lists places that can be selected from the run form to automatically fill in the city, county, state and zip code. This is used primarily for locations that are travelled to frequently, such as casinos or nursing homes.

*First Responder Agencies*

For run forms, lists first responder agencies that can be selected from the run form to indicate their presence at an incident.

*Insurance Companies*

For run forms, lists insurance companies that will be available on the *Billing* section.

*Zones*

If a region is divided into particular areas for easier assignment, a list of those areas is displayed.

**Setup Service Options***Auto Narration*

Displays whether the system is enabled to automatically create the narrative on run forms.

*Billing Export*

Displays whether administrators will be able to export billing information from the system based on data entered into run forms.

*Interactive Physical Assessment*

Displays whether run forms can display an interactive component allowing users to document detailed information about traumatic or medical findings by drawing, making comments or displaying assessment images.

*Repeat Patient*

Displays whether providers can recall patient information from any previous patient contacts by their service to re-use that data in a new run form.

*CMS Billing Calculator*

Displays whether the module that automatically calculates CMS service levels for billing is activated and whether the system will automatically overwrite any entered values with the level calculated by the system or whether it will only suggest the level.

**Modify Service Configurations***Auto Call Number Setup*

Allows users to view current settings and change settings for call numbers that are automatically generated and added to each run report.

*Edit Signatures*

Allows users to select and view particular consent text for forms requesting signatures.

*Primary Role of Unit*

Displays what the default role of a vehicle will appear as on a run form.

*Runs Locking Option*

Displays how long a run report is editable after it has been first submitted. This prevents any user from changing the information within run reports after the specified number of days, unless the report is unlocked by an administrator.

*Run History Incident Date Range Default*

Displays the default value for how many days of incident reports will be displayed when searching for run history.

*Modify Medication and Procedure Permissions by Certification Level*

Displays which medications and procedures can be documented by personnel in each certification level.

*Manage Service Defined Questions*


Lists all questions created for run forms that are particular to the service.

*View Statistical Year Information*

Allows users to select a year for which to view various service statistics.

*Manage Field Bridge Options*

If the EMS Field Bridge is used in conjunction with the State Bridge, allows users to copy any changes in staff, run form options or service information to all Field Bridge applications associated with this service. Also provides access to active protocols, powertool setup and links to drug databases that can be set up by administrators.



If you utilize the ImageTrend EMS Field Bridge, you can setup default settings to synchronize specific resources from the EMS Service Bridge to your EMS Field Bridges in the field. Each time a Field Bridge posts data to the EMS Service Bridge, updates will be automatically transferred down to the field unit. This allows you to maintain resources from a central location.

Do you use the EMS Field Bridge for field data collection?: ☒ Yes ☐ No

Default to Synchronize Staff: ☒ Yes ☐ No









Active Protocol: ☒ On ☐ Off

CAD Download: ☒ Yes ☐ No

Prompt User if overwriting a call when posting: ☒ Yes ☐ No

[Submit](#)

If you utilize the ImageTrend EMS Field Bridge, you can setup different features that are used within the EMS Field Bridge. Click on the edit icon or the name of the setup feature that you wish to work with.

<a href="#"> Active Protocol Setup</a>	5 Protocols
<a href="#"> Drug Database</a>	On
<a href="#"> Powertool Setup</a>	40 Defined
<a href="#"> Signature Validation</a>	On - (2 Signatures)
<a href="#"> Clear Out Old Incidents</a>	On - (1 Day Old)
<a href="#"> Validity Compliance</a>	On
<a href="#"> Auto Post</a>	On
<a href="#"> Quick Launch Links</a>	On

The 'Reset Field Bridge Resource Synchronization' option is used for resetting all resources on your Field Bridges. The resources from this site will be synchronized down to ALL of your Field Bridges on next data post from each. This will remove all existing resource information included in the Field Bridge Resource checklist.

[Reset Field Bridge Resource Synchronization](#)

### ***Basic Field Bridge Integration Options***

#### *Do you use the EMS Field Bridge for field data collection?*

Displays whether any Field Bridge systems are set up with this Service Bridge.

#### *Default to Synchronize Staff*

Displays whether staff profiles will be copied to the Field Bridge from the Service Bridge.

#### *Active Protocol*

Displays whether the Active Protocol feature is enabled.

#### *CAD Download*

Displays whether data can be downloaded from an integrated CAD system.

#### *Prompt User if overwriting a call when posting*

Displays whether there will be a warning displayed if a run being posted will overwrite another run that has already been posted.

### ***Configuring Field Bridge Options***

#### *Active Protocol Setup*

Displays any active protocols that have been set up, and allows the user to view the steps that are included in that active protocol.

#### *Drug Database*

Displays any links to an external drug database that have been set up.

#### *Powertool Setup*

Displays any configured options for the Medication and Cardiac powertools.

#### *Signature Validation*

Displays which signatures are required when a run form is completed.

#### *Clear Out Old Incidents*

Displays any settings for deleting calls that are old and have been posted from the computer with the Field Bridge.

#### *Validity Compliance*

Displays any options for whether pop ups will appear when all validity requirements have not been met.

#### *Auto Post*

Displays any settings that will prompt users to post run reports.

#### *Quick Launch Links*

Displays any settings for application or website links that will be available from the *Quick Launch* button on the Field Bridge toolbar.

### ***Synchronization Options***

#### *Reset Field Bridge Resource Synchronization*

Allows administrators to re-sync all connected Field Bridge systems to the settings specified in the Service Bridge.

#### *Repeat Patient Administration*

Allows users with the correct permissions to search for repeat patients. Administrators have the option to manage repeat patient records.

### 3.3 Viewing Staff Information

Each staff member of a service who has access to the State Bridge or who may be included on a run form should have a profile created in the system. This profile can keep track of contact employment and contact information, certifications and training, and associations with the service or particular stations. The main page listing all user profiles will display basic information about each record. Icons will appear to indicate whether this user is synchronized to a Field Bridge, as well as to open any training records for the staff member.

1. From the top toolbar, click *My Service*.
2. From the left menu, click *Staff*.

The *View Staff Info* page appears, with a list of all staff members in the system.

Imagetrend Lakeville > View Staff Info

Records: 15 Status: Active Search Last Name:  Go

Name	Position	Address	Work Phone	Email	Field Bridge User	Training	Active
↕ Dillard, Justin		Lakeville, MN		jdillard@imagnetrend.com			<input checked="" type="checkbox"/>
Elzenzimmer, Kyle	MN		9524691589	keizensimmer@imagnetrend.com			<input checked="" type="checkbox"/>
Graw, Joe	MN		9524691589	jgraw@imagnetrend.com			<input checked="" type="checkbox"/>
Jacobsen, Karen	MN		9524691589	kjacobsen@imagnetrend.com			<input checked="" type="checkbox"/>
Kaphingst, Eric	MN		9524691589	ekaphingst@imagnetrend.com			<input checked="" type="checkbox"/>
Lockerby, Jacqueline	MN			jlockerby@imagnetrend.com			<input checked="" type="checkbox"/>
McBrady, Erin	Burnsville, MN			emcbrady@imagnetrend.com			<input checked="" type="checkbox"/>
Oskey, Nick	Lakeville, MN			noskey@imagnetrend.com			<input checked="" type="checkbox"/>
Rademacher, Phil	MN		9524691589	prademacher@imagnetrend.com			<input checked="" type="checkbox"/>
Rees, Craig	MN		9524691589	crees@imagnetrend.com			<input checked="" type="checkbox"/>
Ritt, Toby	MN		9524691589	tritt@imagnetrend.com			<input checked="" type="checkbox"/>
Sawyer, Eric	MN		9524691589	esawyer@imagnetrend.com			<input checked="" type="checkbox"/>
Zaiman, Dave	MN		9524691589	dzaiman@imagnetrend.com			<input checked="" type="checkbox"/>

Records 1-13 of 13

Goto Page: 1

↕ = Indicates Primary Contact ↗ = Indicates Medical Director

Add Staff Member

ImageTrend Service Bridge v3.8

3. To view only certain staff members, use the *Stations* drop down list or the alphabet links at the top of the page to filter staff by the station with which they are associated or by last name.
4. To display a different number of records per page, from the *Records* drop down menu, select the desired number of records.
5. To search for a particular staff member, in the *Search Last Name* text box, type the desired last name and click *Go*.
6. After filtering, to view all staff members again, click *All*.
7. To view a particular staff member's profile, click the hyperlinked name and click through the tabs to view additional information.
8. To view a list of all certifications and training associated with a staff member, click the associated *Training* icon

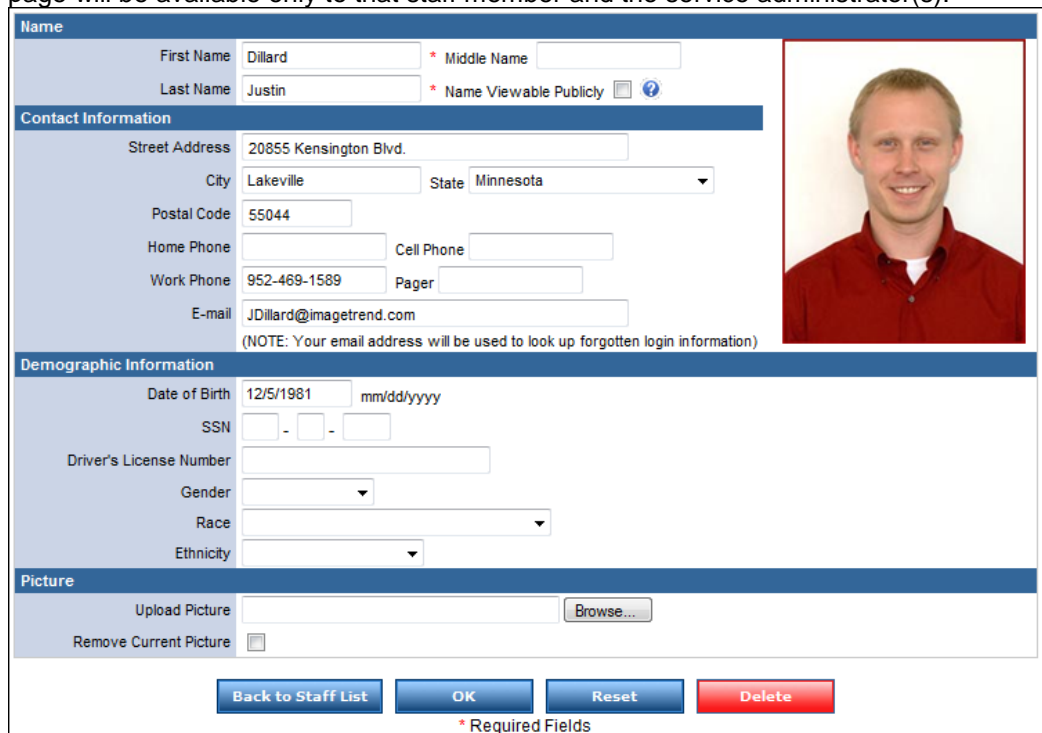
## Editing Staff Profiles

Staff members can edit only their own profiles. In this section, staff members can update their own information for reference, change their password, or view their training and profile information.

1. From the top toolbar, click the username.



2. From the staff profile, in the *Demographics* tab, make any desired changes.  
**NOTE:** The driver's license number and social security number available on this page will be available only to that staff member and the service administrator(s).



**Name**

First Name: Dillard \* Middle Name:

Last Name: Justin \* Name Viewable Publicly ☐ ?

**Contact Information**

Street Address: 20855 Kensington Blvd.

City: Lakeville State: Minnesota

Postal Code: 55044

Home Phone:  Cell Phone:

Work Phone: 952-469-1589 Pager:

E-mail: JDillard@imagnetrend.com

(NOTE: Your email address will be used to look up forgotten login information)

**Demographic Information**

Date of Birth: 12/5/1981 mm/dd/yyyy

SSN:  -  -

Driver's License Number:

Gender:

Race:

Ethnicity:

**Picture**

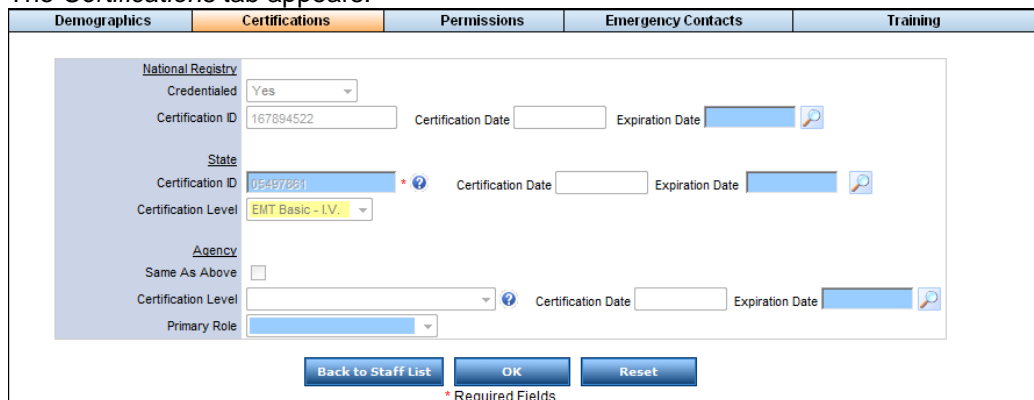
Upload Picture:  Browse...

Remove Current Picture: ☐

Buttons: Back to Staff List, OK, Reset, Delete

\* Required Fields

3. When finished, to save the changes, click **OK**.  
The *Certifications* tab appears.



**Demographics** **Certifications** **Permissions** **Emergency Contacts** **Training**

**National Registry**

Credentialed: Yes

Certification ID: 167894522 Certification Date:  Expiration Date:

**State**

Certification ID: 05497881 \* ? Certification Date:  Expiration Date:

Certification Level: EMT Basic - I.V.

**Agency**

Same As Above: ☐

Certification Level:  ? Certification Date:  Expiration Date:

Primary Role:

Buttons: Back to Staff List, OK, Reset

\* Required Fields

4. Make any desired changes.  
**NOTE:** If a state certification ID number is not listed, this user will not be listed as a possible crew member on any run forms.
5. When finished, click *OK*.
6. From the top toolbar, click *Permissions*.

The *Permissions* tab appears.

7. Using the provided fields, change the username, password or answers to any security questions.
8. When finished, click *OK*.

The *Emergency Contacts* page appears.




9. Enter or change any emergency contact information.
10. Click *Save Contact* to save each contact.
11. When finished, click the *Training* tab.
12. Click any training record to view the information.

### 3.4 Viewing Documents

The State Bridge can contain documents and website links to be accessed and used as resources.

1. From the top toolbar, click *My Service*.

- From the left menu, click *Documents*.  
The *Document Resource Center* page appears.

ImageTrend EMS Document Resource Center	
Title	Date Modified
 <a href="#">Field Bridge 3.6 Release Notes</a>	01/10/2007
 <a href="#">LifePak Integration Setup Manual</a>	06/11/2007
 <a href="#">Service Bridge 3.6 Release Notes</a>	01/10/2007

- To view a particular resource, from the list of documents, click the name of the desired document.

### 3.5 Viewing Training Records

The State Bridge can keep a record of upcoming training events for staff members. Users can access this list to view the upcoming events or, for some services, to edit or add information about events. For information about editing and adding events, please refer to the administrator's guide.

- From the top toolbar, click *My Service*.
- From the left menu, click *Training*.  
A list of upcoming training events appears.

Scheduled Date:	Next 15 Days ▼	Name:	<input type="text"/>	Trainer:	<input type="text"/>
Name	Trainer	Date	Start	End	Mandatory?
<a href="#">CPR Refresher</a>	Chris Matek	12/15/2007	1700	1900	Yes
Records 1 - 1 of 1					
<a href="#">Add Training</a>					

- To view more or fewer records based on particular criteria, using the drop down menus at the top of the page, select the desired criteria.

# Chapter 4



## Data Collection and Analysis

## 4.1 Chapter Overview

The primary purpose of the State Bridge is to collect and analyze data about EMS incidents. This chapter explains how to create and view incident reports, view the history of incident reports and create specified reports for analyzing incident data.

## 4.2 Adding a New Incident Report

Users with the correct permission rights can complete run forms using the State Bridge. Services may choose to set up templates for common occurrences with a different layout.

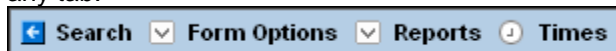
### *Incident Report Tips*

The tabs for each form are coded to inform users about their status. Tabs that have required information missing will be red, the tab currently displayed will be orange, and tabs that have not been viewed will be blue. Within red tabs, important fields that have not been completed will be listed at the top of the page. Administrators with the correct permissions can set up validation rules to designate which fields are important and how much will be taken off of the form's validity score when they are left incomplete. The *Incident* tab must be submitted before validity information appears.



**WARNING:** Before moving to a new tab, be sure to save. Unsaved changes will be lost when moving between tabs.

After the first tab of the run form is submitted, the run form toolbar will appear at the top of the page. This toolbar provides options for adding additional components to the run form (e.g., addendums or attachments), viewing reports that can be printed regarding this run report, and opening a *Times* pop up box that will display the incident times for reference on any tab.



Response Times   Close	
Unit Dispatched:	0803
EnRoute:	0803
Arrive Scene:	0810
Arrive Patient:	0810
Leave Scene:	0825
Arrive Dest:	0834
In Service:	0834

### *Completing a New Incident Report*

Each tab of the run form can be completed in any order after the first tab with basic incident information is submitted.

**NOTE:** These instructions follow the example of a standard run form. Each service may have run forms configured differently.

1. From the top toolbar, click *My Service*.
2. From the left menu, click *Add Run*.  
The *Run Form Template Selection* page appears.

3. Select the appropriate template for the incident.  
The appropriate report appears, with tabs across the top for each required report.

**Ambulance Patient Care Report**

Incident Date: 05/16/2008      Call#: 08-073      PCR #: 1      Trauma Registry ID:      Triage Tag #:

**Call Level**  
Life Threat: Not Applicable

**Response Times**

Time	Date	Time	Date	Time	Date
PSAP Call	05/16/08	Arrive Scene	05/16/08	In Service	05/16/08
Dispatch Notified	05/16/08	Arrive Patient	05/16/08	Unit Cancelled	05/16/08
Unit Dispatched	05/16/08	Leave Scene	05/16/08	In Quarters	05/16/08
EnRoute	05/16/08	Arrive Dest.	05/16/08		

**First Responder Units**

First Responder Agencies: Jermaine First Responders, Sullivan Fire and Rescue, Not Applicable, Not Available

Other Services at Scene: Not Applicable, EMS Mutual Aid, Hazmat, Law

Suspected Disaster: Not Applicable, Biologic Agent, Building Failure, Chemical Agent

Mass Casualty Incident: Not Applicable

Date/Time 1st Responder Arrived: 05/16/08 (mm/dd/yyyy) (HH:mm)      Number of Patients at Scene: Not Applicable

Approx. 1st Resp. Arrival: Not Applicable

**Response Information** (odometer mileage: NNN.N)

Incident #: 08-073

Responding Unit: Not Applicable

Response Agency: Not Applicable

EMD Card #:

EMD Performed: Not Applicable

Dispatch Reason: Not Applicable

**Personnel**

Crew Member	Level	Role
Not Applicable	Not Applicable	Not Applicable
Not Applicable	Not Applicable	Not Applicable

[Add Personnel](#)

**Incident Information**

Starting:      At Scene:      To Scene:      Destination:      To Destination:      Ending:      To Ending:

4. Using the provided fields and tabs, enter all information pertaining to the EMS incident.  
**HINT:** When times are entered that span more than one day (e.g., changing from 23:55 to 00:04), the dates will be changed automatically to reflect that date change.  
**NOTE:** Be sure to click *Save/Submit Form* before opening a new tab or all new data will be lost.
5. Click *Save/Submit Form*.  
**NOTE:** All tabs can now be worked with in any order.  
**WARNING:** Be sure to save tabs before moving to a new tab so no information is lost.
6. In the *Call Info* tab, enter information about the destination and response.
7. In the *Demographic* tab, enter demographic information about the patient.  
**HINT:** To automatically fill in information for a patient who is in the *Repeat Patient* database, click *Repeat Patient* and select the desired patient.
8. In the *History* section, enter information about the patient's medical history.  
**HINT:** As medications are typed into the *Medication* fields, a list will appear of all medications that match the text. This drop down will also include responses if patients deny medication or allergies.
9. In the *Physical Assessment* section, enter information about the physical state of the patient.  
**HINTS:** Select the body type and click on each portion of the body that requires an assessment to enter information.  
Use the fields below the displayed image to enter additional information.  
**NOTE:** The time will be entered by default as the Arrived at Patient time.

10. When finished, click *Save*.
11. **OPTIONAL:** To enter injury information, from the top of the *Physical Assessment* page, click *Injury Assessment* and use the image to enter information.  
**HINTS:**  
Click on each portion of the body that requires an assessment to enter information.  
Use the fields below the displayed image to enter additional information.
12. When finished, click *Save*.
13. **OPTIONAL:** To enter information about burns, from the top of the *Physical Assessment* page, click *Burn Assessment* and use the image to enter information.  
**HINTS:**  
Click on each portion of the body that requires an assessment to enter burn information. Click once for a first degree burn, twice for a second degree burn, and three times for a third degree burn. Clicking once more after indicating a third degree burn will remove the assessment from that area.
14. When finished, click *Save*.
15. From the *Vitals/Treatments* tab, enter information about medications, procedures, vitals EKGs and treatment.  
**HINTS:**  
Click the buttons across the top of the page to switch what information is being entered. When finished with a section, before adding the next piece of information, click *Save (Feature)*.  
Times for vitals, medications, EKG and procedures will be assigned to the Arrived at Patient time.  
The medications and procedures available may change based on the permission group of the user performing the act.  
When medications are added, the dosage, units and route will be automatically entered as the default value if this option is set up by the service.
16. In the *Narrative* section, complete the required fields to generate a narrative.  
**HINT:** To automatically generate a narrative (if permissions allow and the option is enabled by the service), from the *Narrative* section, use the drop down menu to select the desired type of narrative and click *Set Narrative*.  
**WARNING:** If the narrative is customized, DO NOT click *Set Narrative*. Doing so will erase all customizations.
17. From the *Billing* tab, enter information about billing.
18. From the *Signatures* tab, complete the necessary fields for signatures.  
To add additional information to the run form, from the run form's toolbar, click *Form Options* and the selected option.  
**HINT:** For more information, please refer to *Additional Run Form Options*.

## 4.3 Additional Run Form Options

Once a run form is completed, system users can add additional information, including QA/QI notes, addendums or attachments. In addition, a new patient can be added to the incident, which will create a new run form for the new patient but copy all incident information that will apply to both patients.

**NOTE:** Be sure to complete the first run form before adding a new patient.

### ***Adding a Patient to a Run Report***

When a patient is added to an existing run form, a new run form will be created for the patient that copies all incident information that has been completed in the existing form. Patient-specific information can be recorded in this new run form.

1. From the existing run form from which incident data should be copied, from the run form toolbar, click *Form Options* and *Add Patient*.
2. In the *New Patient Care #* text box, type the number for this patient care report.  
**NOTE:** These numbers will differ depending on your service's requirements. Most numbers will be similar to the incident number but contain differences to indicate the new patient.
3. Click *Add New Patient To this Incident*.  
A new run form appears.
4. Using the provided fields, complete the run form for the new patient as indicated in *Adding a New Incident Report*.

## Adding QA/QI Notes to a Run Report

Administrators can add notes to completed run reports with comments for the personnel included in the incident. These notes will be attached to the incident and sent to the inboxes of any personnel included.

1. From the existing run form to which the note will pertain, from the run form toolbar, click *Form Options* and *Add QA/QI Note*.  
The *QA/QI Notes* window appears.


**QA/QI Notes**

PCR Record Information  
Validity: 63%  
Status: N/A Unlocked

Call #: IT071129-1-002 Entered: 11/29/07 by Jackie Lockerby  
Patient: Updated: 11/29/07 by Jackie Lockerby

(0 Unread, 0 Stored) View: All

Subject	Originator	Posted Date	Views	Replies
No Records Entered				

2. Click the *New Message* icon .  
A blank message appears.

**QA/QI Notes**

PCR Record Information  
Validity: 63%  
Status: N/A Unlocked

Call #: IT071129-1-002 Entered: 11/29/07 by Jackie Lockerby  
Patient: Updated: 11/29/07 by Jackie Lockerby

Please write your message here

Date: 12/03/2007 09:40 AM  
From: ImageTrend Administrator  
Subject:   
Message:

**Notify**

Staff Associated with this Incident:

- ☒ Dave Zaiman EMT-Basic - Driver
- ☒ Min Wu EMT-Intermediate - Secondary Patient Caregiver
- ☒ Ted Steinmann EMT-Paramedic - Primary Patient Caregiver
- ☒ Jackie Lockerby - Entered Run

☐ Send an email in addition to the Inbox, if available.

Service Staff:

- Admin, Service -
- Anderson, Jim -
- Arneson, Ryan -
- Clark, Jane -
- Dyrdal, Sarah -
- El-Bashier, Waleed -
- Hiley, Amanda -
- Lockerby, Jackie -

(PC) = Indicates Primary Contact  
(MD) = Indicates Medical Director

Submit Reset << Back

3. In the *Subject* text box, type a name for the message.
4. In the *Message* text box, type the body of the note.  
**NOTE:** Information must be typed in the *Message* text box before the message can be sent.
5. In the *Notify* section, select the names of staff who should receive this message in their State Bridge inbox.  
**NOTE:** Staff already associated with the incident will be listed in the *Staff Associated with this Incident* section and their checkboxes can be selected to send them notifications. Other staff for the service will be listed in the *Service Staff* scroll list. Multiple staff members can be selected from this section by pressing and holding *Ctrl* while clicking each name. A link to the incident report will also be included in the message.
6. To send emails with the message to all selected staff at the email address listed in their profile, select the *Send an email in addition to the Inbox, if available* checkbox.
7. To post the note, click *Submit*.

## Adding Addendums

Run reports are locked after a specific amount of time to prevent additional changes from being made. In the case that additional information must be added, however, personnel with permissions can attach a separate file containing that information. This file could be a Word or Excel document, or any other document type preferred by the service.

1. From the run report to which the addendum should be added, from the run form toolbar, click *Form Options* and *Add Addendum*.  
The *Incident Addendum* window appears.
2. Click *Add Addendum*.  
The *Add Run Form Addendum* page appears.

**Add Run Form Addendum**

Date: 02/12/08 04:41 PM  
User: ImageTrend Admin

\* Description:

File:

\* = required

3. In the *Description* text box, type any information.
4. **OPTIONAL:** From the *File* section, type the path to the file or click *Browse* to locate and select the file.
5. When finished, click *Submit*.

## Adding Attachments

Additional files can assist with the complete documentation of incidents, including photographs or scanned documents. System users can attach files to the run report.

1. From the run report to which the file should be attached, from the run form toolbar, click *Form Options* and *Add Attachment*. The *Incident Attachments* window appears.
2. Click *Add Attachment*.
3. In the *File* section, type the path to the file.  
**OR**  
To search for the file,
  - a. Click *Browse...*
  - b. Navigate to and select the desired document.
  - c. Click *Open*.
4. When finished, click *Submit*.

## Switching Templates

Run form templates can be switched in the middle of a run report. All information that should be copied to the new template should be saved, although not all information may carry over, depending on the new template selection. All information that should not be copied should be deleted from the run form.

This option may not be available if the user does not have the correct permissions, if only one run form template is available for the service or if the run has been locked at some point. If the run form template is switched, this action will be noted in the history for this run.

1. From the existing run form, from the run form toolbar, click *Form Options* and *Switch Template*.
2. Select the desired new template.  
The *Attention* dialog box appears.

**Attention!**

"You have chosen to switch run form templates from '**Standard Run Form**' to '**Standard Run Form w/o Billing**'. Switching templates may result in some data being lost or being unable to remove already entered information based on the new templates fields and tabs.

**If you need to remove any irrelevant information before you switch templates, click cancel and make the necessary change before performing this action.**

If you still wish to continue to switch the current run form template, please document your reason below and click submit."

Call #: 08-017  
Incident #: 08-017

Reason:

3. In the *Reason* text box, type the explanation.

4. To change the run form template, click *Submit*.

## 4.4 Viewing and Editing Past Run Reports

System users can view and search through any run reports that they have created on or uploaded to the State Bridge system. Based on their level of permissions, some system users may be able to view run reports submitted by other users within their service. Within the time frame set by the user's service, these run forms may be altered to contain more complete or correct information, but after this time frame the user will only be able to view the static report.

To view past run reports:

1. From the top toolbar, click *My Service*.
  2. From the left menu, click *Run History*.
- The *Search Run History* page appears.

The screenshot shows a web form titled "Run History Search Criteria". It contains several search fields with dropdown menus and text boxes. The fields are: Call # (dropdown: begins with), Incident # (dropdown: begins with), Incident Date (text box with a calendar icon, followed by "to" and another text box with a calendar icon, showing "05/06/2008"), Incident Address (dropdown: begins with), Validity % (dropdown: Greater Than), Report Status (dropdown: All), and PCR # (dropdown: begins with). Below the fields are four buttons: Search, Clear, Advanced Search, and Last Search. At the bottom, there is a note: "\* To display all runs, leave all text boxes blank and click the Search button."

3. Using the provided fields, enter all criteria to narrow down the reports that should be displayed.  
**HINT:** To display all runs entered by the signed-in user, make sure that the *Incident Date* text boxes display appropriate dates and that all other fields are empty of criteria.
4. To search by more specific criteria,

- a. Click *Advanced Search*.  
The *Advanced Search Criteria* section appears.

**Advanced Search Criteria**

Location Type: Is [dropdown]  
 Responding Unit: Is [dropdown]  
 Incident City: Is [dropdown]  
 Incident State: Is [dropdown]  
 Incident Postal Code: Is [dropdown]  
 Incident County: Is [dropdown]  
 Crewmember Certification ID: Is [dropdown]  
 Patient SSN: Is [dropdown]  
 Patient Last Name: Begins With [dropdown]  
 Patient Date of Birth: Is [dropdown]  
 Patient Gender: Is [dropdown]  
 Patient Race: Is [dropdown]  
 Patient Ethnicity: Is [dropdown]  
 Destination Name: Is [dropdown]

Search Clear Basic Search

\* To display all runs, leave all text boxes blank and click the Search button.

- b. In the *Advanced Search Criteria* section, enter all additional search terms.
5. When finished, to display a list of all run reports created by the signed-in user matching the set criteria, click *Search*.  
The search results are displayed.

[Customize Run History Page](#)  
 Status: All Display: 25

Val.	Status	Type	Incident Date	Incident #	Call #	PCR #	Date Entered	User Entered	Actions
88%	In Progress		5/1/08	08-009	08-009	1	5/1/08	Admin, ImageTrend	
53%	In Progress		5/1/08	08-008	08-008	1	5/1/08	Admin, ImageTrend	
62%	In Progress		4/30/08	08-007	08-007	1	4/30/08	Admin, ImageTrend	
95%	In Progress		4/30/08	08-006	08-006	1	4/30/08	Admin, ImageTrend	
54%	In Progress		4/30/08	08-005	08-005ALS1	1	4/30/08	Admin, ImageTrend	
63%	In Progress		4/30/08	08-004	08-004	1	4/30/08	Admin, ImageTrend	
52%	In Progress		4/29/08			1	4/29/08	Admin, ImageTrend	

Records 1 - 7 of 7

Goto Page: ... 1

**Validity Index**

100-80%

79-60%

59-40%

39-0%

**Icon Index**

Run Report

Addendums

QA/QI Notes

History

Attachments

Active Protocols

Validity Reasons

6. To temporarily show only certain results within the list, use the drop down menus at the top of the window to select the criteria by which to filter.
7. To sort the results by a particular heading, click the desired heading. To reverse the order that the records are sorted by (e.g., to switch from sorting A–Z to sorting Z–A), click the heading again.
8. To view a particular record, click the any of the linked text in that record.
9. **OPTIONAL:** To edit the record,

- Using the tabs on the top of the run form, navigate to the page with the information to be changed.
- Using the provided fields, change any desired information.
- Before closing that tab, click *Save/Submit Form*.
- Repeat steps a–c until all desired changes have been made.

## Editing the Run History Display Options

The columns that display information about the records on the *Run History* page can be configured to display the information most relevant to your needs. As each configuration option is set, a preview will appear at the bottom of the page for the new configuration.

- From the *Run History* page, click the *Customize Run History Page* link.  
The *User Customizable Run History Page* appears.

**User Customizable Run History Page**

These columns will show up in the sort order designated from left to right in order. Check the preview below to get an idea as to how the header will display after running a search. These columns are setup on a per-user basis, meaning that you can customize the run history search results to meet your needs.

Setup Columns						
Sort Order	Column	Alignment	Other Format Option	Primary Sort	Secondary Sort	Remove
1		Left				

**Add New Column**

1   Left

OK Reset Done

- To select a new column to be displayed, from the *Add New Column* section, from the first drop down menu, select the desired column.
- From the second drop down menu, select where the new column should be added to the page in relation to the existing columns.
- Click *OK*.

The *Setup Columns* table appears.


**User Customizable Run History Page**

These columns will show up in the sort order designated from left to right in order. Check the preview below to get an idea as to how the header will display after running a search. These columns are setup on a per-user basis, meaning that you can customize the run history search results to meet your needs.

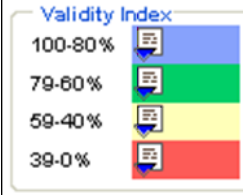
Setup Columns						
Sort Order	Column	Alignment	Other Format Option	Primary Sort	Secondary Sort	Remove
1	Incident Date	Left	Date: 01/01/2008	<input checked="" type="radio"/> DESC	<input type="radio"/>	<input checked="" type="checkbox"/>
2	Incident Number	Center		<input type="radio"/>	<input checked="" type="radio"/> DESC	<input checked="" type="checkbox"/>
3	PSAP Date	Right	Time: 23:00	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>

- To change the text at the top of the column, in the *Column* column, type the new text.
- To set a column as the first column that records will be sorted by, select the corresponding *Primary Sort* option and select the desired sort order.
- To set a column as the second column that records will be sorted by, select the corresponding *Secondary Sort* option and select the desired sort order.
- When finished, click *OK*.

## Working with Run History Results

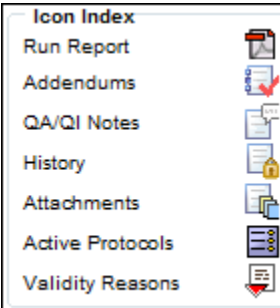
The *Run History* report contains basic information about the displayed run. Clicking on the color-coded *Validity*  icon, incident number, call number, or PCR number will open the corresponding Patient Care Report.

Each run report listed in the search results will show the incident report's validity with both a percentage and a color. A validity index, which defines the validity associated with each color, can be found at the bottom of the *Run History* screen. These colors provide an at-a-glance method to determine the validity of run reports.



100-80%	
79-60%	
59-40%	
39-0%	




The *Actions* column contains icons to inform users of all additional documentation related to the run report. The icon index at the bottom of the run history page defines the actions column. If a call has an addendum, QA/QI note, active protocol, documented validity reason or attachment associated with it, the appropriate column will be displayed in the corresponding row for the call record. All calls will have a *Run Report* icon and a *History* icon associated with them.



Run Report	
Addendums	
QA/QI Notes	
History	
Attachments	
Active Protocols	
Validity Reasons	

Clicking the *History* icon will bring up the history audit trail for this run report. This will display a record of all personnel who accessed the report based on their login information and document any information that was changed.

PCR Record Information  
Validity: 51%      Call #: MC-20080510-00010    Service: ImageTrend BETA Service    Entered: 05/12/08  
Status: N/A - Unlocked    Incident #: MC-20080510-00010    Patient:      Updated: 05/12/08 by ImageTrend Admin

Date and Time	History Type	History Origin	Description
 05/13/08 11:25:00 AM	Generated Report	ServiceBridge	Prehospital Care Report User:'ImageTrend Admin'
 05/12/08 09:58:00 AM	Posted	FieldBridge	Posted to Demo Site by admin at 5/12/2008 9:58:52 AM.
 05/10/08 09:57:00 AM	Entered Incident	FieldBridge	User: 'admin'

Close

## 4.5 Accessing Pre-Created Service Reports

The State Bridge has several common service reports easily available that all system users can request for more information about the collected data. The information in these reports has already been defined, but takes the data from the run reports entered into the State Bridge by the selected service. Additional reports are available from the Report Writer. For more information about the Report Writer, please refer to the *Report Writer* chapter.

1. From the top toolbar, click *My Service*.

2. From the left menu, click *Reports*.  
The *Service Reports* page appears.



3. From the *Service Reports* page, click the name of the desired report.  
If any additional information is needed to specify the data in the report, a new page will appear with empty fields.
4. To further specify the report data, use the provided fields to enter the correct criteria and click *Continue*.  
The new report appears.

# Chapter 5



## Communicating Using the State Bridge

## 5.1 Chapter Overview

The State Bridge allows users to send and receive messages within the system by using the State Bridge's inbox, which functions in the same way as an email inbox.







## 5.2 Working with the Inbox


The *Inbox* can be used in the same way as an email inbox, to send, receive or store messages from other system users.

### Viewing Messages in the Inbox








The *Inbox* is how users obtain, respond and write messages pertaining to specific incidents or to communicate with other members of the service or state, medical directors or other system users. Message status is maintained within the system to verify when messages are sent, replied to and read. Messages can be stored in the inbox for later reference. When unread messages are present in the inbox, a notification will appear on the top toolbar and on the *Inbox* link in the left menu.


1. From the top toolbar, click *My Service*.
2. From the left menu, click *Inbox*.


(1 Unread, 2 Stored)						View: All
	Subject	Originator	Posted Date	Views	Replies	Delete
	NFIRS report question	ImageTrend Admin	12/07/06 08:47 AM	2	0	
	Meeting Time	ImageTrend Admin	12/15/06 03:09 PM	1	0	
	Please enter FDID	Christopher **Matek	08/16/07 07:38 PM		0	

3. To view read messages, unread messages or both, from the *View* drop down menu, select the desired type of messages to display in the inbox.
4. To view a different number of records per page, from the *Records* drop down list, select the desired number of records.
5. To go directly to a page of records, from the *Goto Page* section at the bottom left, click the desired page number.
6. To view a particular note, click the linked subject text or the corresponding folder icon .

The appropriate note appears.

Associated Run Report Options:  (View PDF)  (View Run Form)			
 Please enter FDID - Christopher **Matek - 08/16/07 07:38 PM			
<b>Sent to:</b>	<b>External E-mail Address:</b>	<b>Read</b>	<b>Replied</b>
Christopher, **Matek	cmatek@imagetrend.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sean, Kelly	SKelly@ImageTrend.com	<input type="checkbox"/>	<input type="checkbox"/>
<b>Christopher **Matek</b> cmatek@imagetrend.com		Please enter FDID - 08/16/07 07:38 PM  The FDID is missing.	
   			

7. To view a PDF file of the report to which this note pertains, from the *Associated Run Report Options* section, click *View PDF*  (View PDF).


To view the online form of the report to which this note pertains, from the *Associated Run Report Options* section, click *View Run Form*  (View Run Form).

8. To return to the list of messages, click *List of Message* .

## Replying to Messages in the Inbox

To share additional information with the sender of a note, users can use the inbox to reply to notes that they have received.

1. Open the note to which you want to reply.  
**NOTE:** For more information about viewing notes, please refer to the above *Viewing Notes in the Inbox* section.

2. From the bottom of the page, click *Reply This Message* .
3. In the *Message* text field, type all desired text for the note.
4. To send the note, click *Submit*.  
To clear all text in the note, click *Reset*.  
To return to the original note without saving any changes, click *<<Back*.

## Sending New Messages

Users can send new notes to other system users.

1. From the top toolbar, click *My Service*.
2. From the left menu, click *Inbox*.

3. From below the list of messages, click *New Message* .

**Please write your message here**

<b>Date</b>	09/04/2007 11:23 AM
<b>From:</b>	Jackie Lockerby
<b>Subject</b>	<input style="width: 95%;" type="text"/>
<b>Message</b>	<div style="border: 1px solid gray; height: 150px; width: 95%;"></div>

**Notify** **Service Staff:**

\*\*Matek, Christopher - Fire Marshal  
 Admin, Fire - Fire Medic  
 Altura, Sable -  
 Anderson, Arnold - Firefighter  
 Cole, Dean -  
 County, Dakota -  
 Dakota Cty, Fire -  
 Dekker, Doug -

▲  
 ☰  
 ▼

(PC) = Indicates Primary Contact  
 (MD) = Indicates Medical Director

Submit

Reset







<< Back


4. In the *Subject* text box, type a title for the note.
5. In the *Message* text field, type the note.
6. In the *Notify* scroll box, select the names of all staff to receive the note.  
**HINT:** To select more than one person, press and hold *Ctrl* while clicking each name.
7. When finished, to send the note, click *Submit*.  
To clear all text of the note, click *Reset*.  
To return to the list of received notes, click <<*Back*.

## Deleting Messages

System users can delete messages that they no longer need from their inbox.

1. From the top toolbar, click *My Service*.
2. From the left menu, click *Inbox*.

(1 Unread, 2 Stored)						View: All
	Subject	Originator	Posted Date	Views	Replies	Delete
	NEMSIS report question	ImageTrend Admin	12/07/08 08:47 AM	2	0	
	Meeting Time	ImageTrend Admin	12/15/08 03:09 PM	1	0	
	Please enter FDID	Christopher **Matek	08/16/07 07:38 PM		0	

3. For the appropriate message, click the *Delete* icon .
- A confirmation page appears.
4. To delete the message, click *Yes*.  
To save the message, click *No*.

# Chapter 6



**IMAGETREND**  
EMS STATE BRIDGE

**Report Writer**

## 6.1 Chapter Overview

This chapter explains the capabilities of the Report Writer, the types of reports that can be created and how to create and customize reports.

## 6.2 Summary of the Report Writer

The Report Writer allows users to dynamically create, display, and store ad hoc reports. This gives the user the power to find and display the data they want without relying on static reports that may not have the data the user needs. The Report Writer encompasses a single reporting tool that gives the user complete control of data output and display.

Choose from multiple display methods including a row/column report or single record display per page. Database search criteria can be selected on a field level basis allowing users to define exactly what they need. User defined headers, sorting, and grouping gives users the ability to display search results using a number of options. Reports can be saved for later review or editing and also as static content as a HTML file, Microsoft Excel and Word documents, CSV, and PDF.

In addition, standard reports and charts are available for quick report creation. All reports are listed in the left menu of the Report Writer, organized by category.

## 6.3 Types of Reports

The Report Writer provides several different types of reports for differing needs. Each report listed in the left menu will display an icon to indicate which type of report it is.

### *Ad Hoc Reports*

While some ad hoc reports have a default setup of fields to display in a particular order, ad hoc reports can be entirely customized. Users can change which fields display, define additional criteria for each of those fields (e.g., display only records within a certain postal code) and change the order in which records appear. In addition, users can create ad hoc reports completely on their own with no pre-defined fields or setup.

### *Standard Reports*

Standard reports are pre-created with all fields and display options defined for the user. Within the fields, users can define additional criteria (e.g., requesting information about a particular unit or type of service). These reports provide fewer configuration options and allow a ready-made report for common data requests.

### *Search Reports*

Search reports have information pre-defined like standard reports and are formatted like ad hoc reports, but provide links to the ePCR for each record in the report. This allows the user to open any ePCR for more information directly from the search report.

### *Charts*

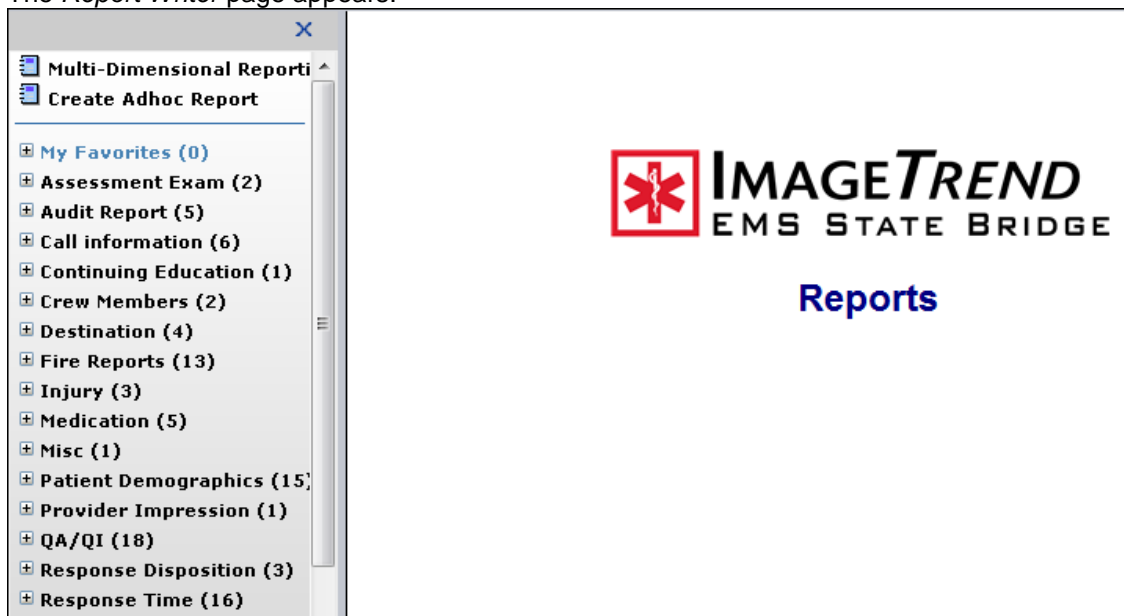
Rather than the standard list format followed by most reports, charts display the requested data visually (e.g., in a pie chart or a bar graph). Charts are created in the same way as standard reports.


## 6.4 Requesting Standard Reports and Charts



While several standard reports are available from the *My Service* section, many additional reports can be found in the Report Writer. These reports have pre-defined fields, although users can

further define the criteria for each of those fields. For example, if the staff field is set to display, users can display data only for a particular staff member.

1. From the top toolbar, click *Report Writer*.  
The *Report Writer* page appears.



2. To find the report, from the left menu, click the plus sign  to the left of the report's category.  
A list of reports and charts in that category appears.
3. To begin report or chart creation, click the name of the desired report or chart.

**NOTE:** All standard reports will display the *Standard Report* icon . Charts will display the *Chart* icon .


4. Using the provided fields, select any further defining criteria for each field.
5. Click *Continue*.  
The report or chart appears.

## 6.5 Additional Standard Report Options

Standard reports allow users to view a summary of information about the report, print the report, or add the report to a *Favorites* category for quick access.

### ***Report Information Summary***


Users can view a summary of information about the selected report, including data about the number of times the report has been used, its category and the dates it was created and modified. This information can be viewed at any time in working with a standard report.

1. From the top toolbar, click *Report Writer*.
2. To find the report, from the left menu, click the plus sign  to the right of the report's category.  
A list of reports in that category appears.
3. Click the name of the desired report.

4. In the upper right corner, from the *I want to* drop down menu, select *View Report Summary*.
5. When finished, to display the report again, from the *I want to* drop down menu, select *Display Report*.



## Printing Reports

Reports can be printed for later reference.

1. Run a standard report.  
**HINT:** For more information, please refer to *Requesting Standard Reports and Charts*.
2. From the upper right corner, click *Print This Report* .  
The *Print* dialog box appears.
3. In the *Print* dialog box, specify all desired print settings and click *Print*.  
The report is printed.

## Adding Favorite Reports

The Report Writer provides a *My Favorites* category that can be configured for each user. Users may add reports to this category for easy access. Reports added to *My Favorites* will also remain in their original categories.

1. From the top toolbar, click *Report Writer*.
2. To find the report, from the left menu, click the plus sign  to the right of the report's category.  
A list of reports in that category appears.
3. Click the name of the desired report.
4. From the upper right corner, click *Save to My Favorites* .  
A confirmation dialog box appears.
5. To add the report to the *My Favorites* category, click *OK*.

## 6.6 Working with Ad Hoc Reports

Ad hoc reports allow the user to completely define the report. Some ad hoc reports are provided with the system, with common options already set. These reports can be used as a starting point for the user's reports, although the user can change and customize any preset options. Users can also create ad hoc reports from scratch. Both ways of creating reports provide the same options, but pre-created ad hoc reports do not require the user to complete all options.

### Beginning a New Ad Hoc Report

1. From the top toolbar, click *Report Writer*.
2. From the left menu, click *Create Adhoc Report*.
3. From the *Please select a category to report on* drop down menu, select the category in which the report should appear.
4. Click *Continue*.
5. From the tables containing each field, select the corresponding checkbox for each field to be included on the report and click *Continue*.
6. On the *Edit Field Property* page, enter all desired information and click *Continue*.  
**NOTE:** For more information about the options on this page, please refer to

*Customizing Ad Hoc Reports.*

7. To edit a particular category, click the corresponding *Edit* button.  
**OR**  
 From the *I want to* drop down menu, select the desired option.  
**NOTE:** For more information about each of the options, please refer to *Customizing Ad Hoc Reports*.
8. To display the report, click *Continue*.  
**OR**  
 From the top of the page, click *Display*.

***Beginning a Pre-Defined Ad Hoc Report***

1. From the top toolbar, click *Report Writer*.
2. To find the report, from the left menu, click the plus sign to the left of the report's category.  
 A list of reports in that category appears.
3. Click the name of the desired report.

4. To edit a particular category, click the corresponding *Edit* button.  
**OR**  
 From the *I want to* drop down menu, select the desired option.  
**NOTE:** For more information about each of the options, please refer to *Customizing Ad Hoc Reports*.
5. To display the report, click *Continue*.  
**OR**  
 From the top of the page, click *Display*.

## Customizing Ad Hoc Reports

Ad hoc reports allow the user to define what information is displayed and how. These options remain the same no matter which method of ad hoc report is accessed, used or created, but are accessed in different ways.

### Define Data Set

Allows the user to define what fields will appear in the report. The fields need to be chosen in order to define any additional options for the report, since the later options refer to the selected fields.

Assessment Vital Signs		
<input type="checkbox"/> Airway Code	<input type="checkbox"/> APGAR	<input type="checkbox"/> Blood Glucose
<input type="checkbox"/> CO2	<input type="checkbox"/> Diastolic Blood Pressure	<input type="checkbox"/> GCS Motor
<input type="checkbox"/> GCS Total	<input type="checkbox"/> GCS Verbal	<input type="checkbox"/> Monitor Rate
<input type="checkbox"/> Pain Scale	<input type="checkbox"/> Ped Trauma Score	<input type="checkbox"/> Pulse Ox
<input type="checkbox"/> Pulse Ox Qualifier Code	<input type="checkbox"/> Pulse Rate	<input type="checkbox"/> Respiratory Rate
<input type="checkbox"/> RTS	<input type="checkbox"/> SBP	<input type="checkbox"/> Staff Cert. ID
<input type="checkbox"/> Stroke Scale	<input type="checkbox"/> Temp C	<input type="checkbox"/> Temp F
<input type="checkbox"/> Time Vitals Taken		
Formulas		
<input type="checkbox"/> Blood Pressure Method	<input type="checkbox"/> GCS Eye	<input type="checkbox"/> GCS Qualifier
<input type="checkbox"/> Level of Response	<input type="checkbox"/> Prior Aid.	<input type="checkbox"/> Resp. Effort
<input type="checkbox"/> Stroke Scale	<input type="checkbox"/> Temp. Method	<input type="checkbox"/> Thrombolytic Screen
Cardiac Rhythm		
Formulas		
<input type="checkbox"/> Cardiac Rhythm		

### Edit Field Property

On this page, users can set the display order of fields, select numeric fields to display average and/or sum, determine the alignment of the field display and pre-define a date range for date fields.

Order	Sum	Avg	Field Name	Header Layout	Alignment	Range
1			City	Horizontal ▼	Left ▼	
2			Incident Date	Horizontal ▼	Left ▼	
3			Incident Number	Horizontal ▼	Left ▼	
4			PCR Number	Horizontal ▼	Left ▼	
5			Call Number	Horizontal ▼	Left ▼	
6			Service Name	Horizontal ▼	Left ▼	
7			Response Request	Horizontal ▼	Left ▼	
<div>Continue</div>						

- **Order:** Determine the order of the fields using numbers. You may use decimal point numbers as well as whole numbers. (Example: The field with order number 0.15 will display after the field with order number 0.1 but before the

field with order number 1). Numbers can be in non-sequential order, but cannot be duplicated.

**NOTE:** If you no longer wish to display a field, type the number 0. Do not leave the field empty.

- **Sum:** Report will display the sum amount of the chosen field.
- **Average:** Report will display the average amount of the chosen field.
- **Field Names:** List of the field names that have been chosen to be displayed on the report.
- **Alignment:** Define the alignment for the column display (only apply to column report).
- **Range:** Determine the range of days for the date field, such as *Today*, *Today minus 7 days*, etc. and the first day of the week, of the month, of the quarter and of the year, etc.

### Edit Report Layout



The report style editor gives users the ability to customize the look of the report, allowing users to choose various layouts, custom headers, and different report formats. This option can be accessed only through the *I want to* drop down menu.

- **Title:** Enter what you would like to have the report named.
- **Layout:** Either column or list layout can be chosen.
- **Format:** The choices of HTML, PDF, CSV, Excel and Word formats can be selected for the report.
- **Header:** Choose from *None* (No header to be displayed on the report), a list of previously defined and saved headers, or add in a new header.
- **Footer:** Choose from *None* (No footer to be displayed on the report), a list of previously defined and saved footers, or add in a new footer.

**NOTE:** Default values for *Header Color*, *Header Text Color*, *Header 2 Color*, *Header 2 Text Color*, *Border*, *Border Color*, *Font Size*, *Font Face*, *Text Color*, *Row Color*, and *Alt Row Color* are provided. The user may click on the coloring block to select a different color or type in the color code directly.

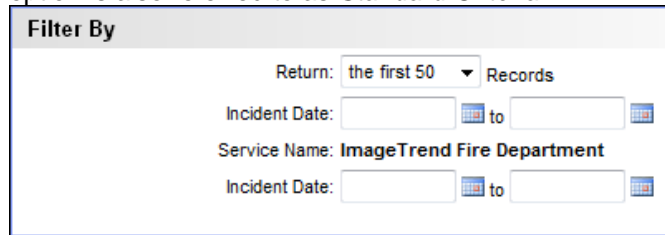
### Work with Formulas

Users can view lists of the categories and formulas available for use in reports.

Formula Types:  			
Formula Name	Formula Category	Formula Type	Active
Adv. Directive	Lookup	Text	<input checked="" type="checkbox"/>
NewFormula	Lookup	Text	<input checked="" type="checkbox"/>

**Filter By**

Allows users to select the dates and number of records to be included in the report. This option is also referred to as *Standard Criteria*.

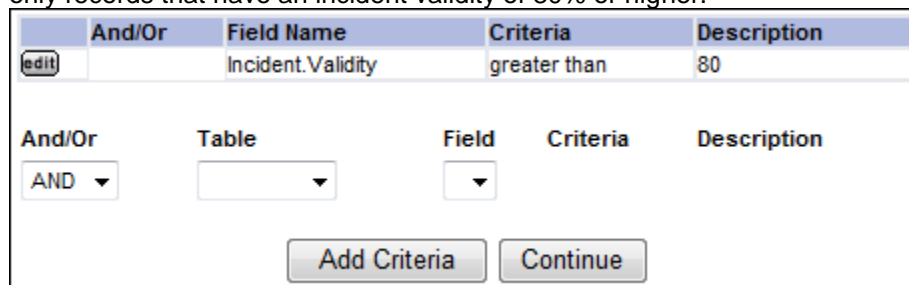


The **Filter By** dialog box contains the following fields:

- Return:** A dropdown menu set to "the first 50" and a label "Records".
- Incident Date:** Two date pickers separated by a "to" label.
- Service Name:** A text field containing "ImageTrend Fire Department".
- Incident Date:** A second set of two date pickers separated by a "to" label.

**Defined Criteria**

The *Defined Criteria* page gives users more choices to set up criteria by searching for or filtering fields based on customized specifications. For example, the report can display only records that have an incident validity of 80% or higher.



The **Defined Criteria** dialog box features a table and several input fields:

	And/Or	Field Name	Criteria	Description
		Incident.Validity	greater than	80

Below the table are the following fields:

- And/Or:** A dropdown menu with "AND" selected.
- Table:** A dropdown menu.
- Field:** A dropdown menu.
- Criteria:** A text field.
- Description:** A text field.

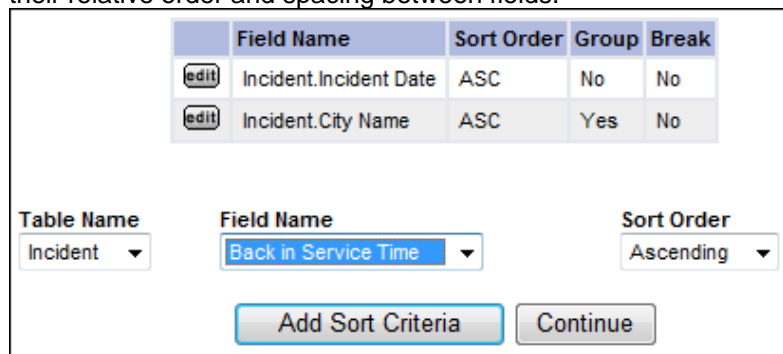
At the bottom are two buttons: **Add Criteria** and **Continue**.

- **And/Or:** This drop down menu is only displayed when there are 2 or more user defined criteria. It is to define the relationship between the defined criteria, and whether records should match only one or all criteria to be displayed.
- **Table:** Determines which category of fields should be available for selection.
- **Field Name:** Determines what field this criteria will relate to. (In the example above, the selected field is the incident validity.)
- **Criteria:** Determines the relationship between the field name and the description (e.g., the validity (*field name*) is greater than (*criteria*) 80% (*description*)).
- **Description:** Enter a description to define the criteria (e.g., saying what the field should contain).

Click the *Add Criteria* button to save current criteria and add additional criteria.

**Sort Criteria**

Determines how the selected fields and their data will appear on the report, including their relative order and spacing between fields.



The **Sort Criteria** dialog box contains the following elements:

	Field Name	Sort Order	Group	Break
	Incident.Incident Date	ASC	No	No
	Incident.City Name	ASC	Yes	No

Below the table are the following fields:

- Table Name:** A dropdown menu with "Incident" selected.
- Field Name:** A dropdown menu with "Back in Service Time" selected.
- Sort Order:** A dropdown menu with "Ascending" selected.

At the bottom are two buttons: **Add Sort Criteria** and **Continue**.

- **Table Name:** Determines which category of fields should be available for selection.
- **Field Name:** Determines what field this criteria will relate to.
- **Sort Order:** Determines which order the data will appear in, ascending (e.g., 1–10) or descending (e.g., 10–1).
- **Group:** Places all records with the same data for this field together, within the selected sort order. Reports can be grouped by only one field: after one field has selected this option, the checkboxes will no longer appear.
- **Break:** If grouping is selected, the user has the option to use the *Break* function in order to create a page break after each group.  
**NOTE:** The *Group* checkbox will give totals for the grouped data. The *Break* checkbox will not display the totals for the grouped data.

Click the *Add Sort Criteria* button to save current sort criteria and add more sort criteria for the report.

#### *View Report Summary*

Users can view a summary of information about the selected report, including data about the number of times the report has been used, its category and the dates it was created and modified.

<b>Title:</b> Audit Report	
<b>Created By:</b> ImageTrend Admin	
<b>Created On:</b> 08/11/04 11:49:30 AM	
<b>Last Modified By:</b> ImageTrend Admin	
<b>Last Modified On:</b> 11/29/05 01:23:07 PM	
<hr/>	
<b>Total # of Views:</b> 137	
<b>Avg. Execution Time:</b> 2.9 seconds	
<b>Avg. Records Returned:</b> 505	
<b># of Users Favorites:</b> 0	
<hr/>	
<b>Report Category:</b> Audit Report	
<b>View Permissions:</b> Edit Rights	


## Working with Completed Ad Hoc Reports

Completed reports will be displayed in the Web browser and can be worked with in a number of ways. To alter the information in the report or the criteria, use the *I want to* drop down menu in the upper right corner to select the option to edit.

Reports > Report Writer > Category Incident

Select Display









I want to: -- Select from List --

 **IMAGETREND**  
EMS SERVICE BRIDGE

Date Printed: 09/05/2007

City	Incident Date	Incident Number	PCR Number	Call Number	Service Name	Response Request	
	12/06/2006		1	Test_Post_RJR_4	ImageTrend Fire Department	911 Response (Scene)	Total: 1
	12/06/2006		1	Test_Post_RJR_4	ImageTrend Fire Department	911 Response (Scene)	Total: 1
<b>Ainsworth</b>							
	12/11/2006	IT061211-1-001	1	IT061211-1-001	ImageTrend Fire Department	911 Response (Scene)	
	12/11/2006	061200011		061200011	ImageTrend Fire Department	911 Response (Scene)	Total: 2
<b>Apple Valley</b>							
	11/26/2004	X04L1006	1	X04L1006	ImageTrend Fire Department	911 Response (Scene)	
	11/24/2004	C04L1003	1	C04L1003	ImageTrend Fire Department	911 Response (Scene)	Total: 2
<b>Bagwell</b>							
	05/30/2006	ImageTrend Test2	1	ImageTrend Test2	ImageTrend Fire Department	Flagdown/Walk-in Non-emergent	Total: 1
<b>Bemidji</b>							
	12/06/2006		1	Test_Post_RJR_5	ImageTrend Fire Department	Not Applicable	Total: 1

To save or print the report, export the report to a new document type or add this report to the *My Favorites* category, use the appropriate buttons in the upper right corner below the *I want to* drop down menu.

-  Print this Report
-  Save this Report
-  Save this Report As
-  Export in HTML Format
-  Export in PDF Format
-  Export in Excel Format
-  Export in Word Format
-  Save to *My Favorites*

# Chapter 7



## Help and Product Support

### ***Before Contacting ImageTrend***

Please have the following information accessible when calling ImageTrend:

- A description of your computer system.
- The name of your operating system and service pack version (if applicable).
- A description of what happened and what you were doing when the problem occurred.
- The exact wording of any error messages you see.
- Your company name and contact information.

### ***Contacting ImageTrend***

If you are unable to find the information needed to use State Bridge effectively, please consult ImageTrend in any of the following ways:

- Phone (952) 469.1589
- Toll-Free (888) 469.7789
- Fax (952) 985.5671
- Email [support@imagetrend.com](mailto:support@imagetrend.com)
- Web <http://support.imagetrend.com>

ImageTrend support services are available:

Monday – Friday  
8:30 a.m. to 5:00 p.m. central time

### ***Technical Support***

For 24-hour technical support, ImageTrend provides online assistance through their website and email services:

- Email [support@imagetrend.com](mailto:support@imagetrend.com)
- Web <http://support.imagetrend.com>